

***Secretary of State
Bureau of Corporations, Elections and Commissions
Direct Hire Vacancy Announcement
Open Competitive***

Customer Representative Specialist - Corporate (6524)
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Value of State-paid Health & Dental Insurance:

100% State Contribution (employee pays nothing): \$377.46 biweekly (Health: \$363.77 / Dental: \$13.69)
95% State Contribution (employee pays 5%): \$359.27 biweekly (Health: \$345.58 / Dental: \$13.69)
90% State Contribution (employee pays 10%): \$341.08 biweekly (Health: \$327.39 / Dental: \$13.69)
85% State Contribution (employee pays 15%): \$322.89 biweekly (Health: \$309.20 / Dental: \$13.69)

Value of State's share of Employee's Retirement: 11.54% of pay

Pay Range: 15 Administrative (\$27,435.20 to \$38,438.40/annually)

Opening Date: June 11, 2012

Closing Date: June 22, 2012

General Information:

The Office of the Secretary of State, Bureau of Corporations, Elections and Commissions located in Augusta, Maine is seeking to fill a full time Customer Rep Specialist – Corporate position.

Job Description:

This is administrative and advanced customer service work involving close work with the public both over the phone and at a service window. The incumbent reviews, examines, and files corporate documents and helps ensure timely processing of large volumes of documents received by mail in accordance with statutory response times. Some specific duties include but are not limited to:

- Examines entity formation and amendment documents, including trademarks, to determine name availability and ensure compliance with applicable laws, rules and practices.
- Enters completed and accepted documents into Automated Information System and modifies and/or deletes existing data in order to maintain up to date records.
- Composes detailed filing assistance notices for non-compliance to aid filers in obtaining compliance with applicable laws, rules and practices.
- Responds to walk-in customers and to telephone and written inquiries from attorneys, paralegals, accountants, other state agencies and the public who need guidance on the correct forms and proper way to accomplish a specific filing procedure.
- Responds to requests for business and nonprofit corporation, limited partnership, limited liability company and limited liability partnership forms.
- Accesses and provides information on web-based services and functions and assists public with the location of forms using the internet.

- Researches information from the Maine Revised Statutes and Administrative Rules using the internet and other sources and effectively delivers this information orally or in writing.

Minimum Qualifications:

Training, education, or experience in administrative support work that demonstrates competency in applying a proficient knowledge of the principles and practice of quality customer service to perform advanced work in determining eligibility for public benefits or services; and the ability to use independent judgment, initiative, and discretion to make determinations on varied matters, including the ability to understand and review proposed/enacted laws. ***Preference will be given to applicants with experience and knowledge in determining compliance to laws, rules and/or regulations.***

Application Information:

You must complete a State of Maine Direct Hire Employment Application form available at the Bureau of Human Resources in Augusta, all Maine CareerCenter Offices, and on the State of Maine's Web Page (http://www.maine.gov/bhr/state_jobs/how_to/direct.htm), along with a signed cover letter and resume to the address below. Thank you.

**Lucia Nadeau, Personnel Manager
Secretary of State
Human Resources
#29 State House Station
Augusta, ME 04333-0029**

Telephone: (207) 624-9010 Fax: (207) 624-9313

(Physically located at: 101 Hospital Street, Augusta, ME)

INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED.

The Secretary of State is unable to provide copies of submitted materials.

The State of Maine is an Equal Opportunity/Affirmative Action employer. We provide reasonable accommodations to qualified individuals with disabilities upon request.